

APPLICATION PACKET

Police Dispatcher/Communications Officer

TO: PROSPECTIVE FULL TIME AND PART TIME POLICE DISPATCHER CANDIDATES

FROM: CITY OF GAHANNA CIVIL SERVICE COMMISSION

SUBJECT: POLICE DISPATCHER SELECTION PROCESS

Attached are an Examination Announcement, Job Description, and Police Dispatcher Selection Process Description. All applicants must obtain an application packet and pay a \$10.00 filing fee at the time of filing the application.

Applications will be available Monday, August 30 through Friday, September 17, 2004 (City Hall will be closed September 6, 2004) in the Human Resources Department, 8:00 am through 12:00 pm and 1:00 pm through 4:30 pm. The filing deadline is Friday, September 17 at 4:30 pm. All completed applications must be received in the Human Resources Department no later than this time. To qualify for the eligibility list, you must pass the Civil Service Examination and be 18 years old at the time of the appointment. The exam will be given on Wednesday, October 6 at 7:00 pm. At minimum, the top six candidates from the written test will proceed to the next steps of the procedure.

Examination Fee:

There is a \$10.00 filing fee for this examination (check, money order or cash) to help cover costs. This is not refundable. Checks or money orders shall be made out to the City of Gahanna. Please have exact change if you are paying with cash. Any questions, please call the Human Resources Department at (614) 342-4455.

Location of Test:

Gahanna Lincoln High School Cafeteria, 140 South Hamilton Road, Gahanna, Ohio.

Application:

1. The attached application must be completed and signed.
2. The application must be notarized. (Human Resources Assistant is a notary.)
3. The release form inside the application must be signed, witnessed, and dated.
4. The Fair Credit Reporting Act acknowledgement sheet must be signed and dated.
5. Proof of U.S. citizenship will be required for employment; i.e. birth certificate, passport, naturalization papers.
6. If you are a veteran wishing to claim military credit, you must submit a copy of your DD-214 with the application. Failure to provide a copy of the DD-214 upon submitting the application shall result in immediate disqualification.

Full and Part-Time Police Dispatcher candidates will be taking the same written test. Those who pass will be placed on the same eligibility list. If a candidate is offered a part time position, or visa versa, and refuses the position offered, the candidate will stay on the eligibility list for the next hiring of the position they seek.

**EXAMINATION ANNOUNCEMENT
POLICE DISPATCHER/COMMUNICATIONS OFFICER**

The City of Gahanna is seeking qualified candidates for the positions of Full-Time and Part-Time Police Dispatcher. Applicants must be 18 years of age at the time of appointment. The Civil Service Commission is asked to form an eligibility list to be used when there is an opening for 18 (eighteen) months following the exam (unless otherwise abolished). The passing grade is 70%.

Applications can only be obtained at the City of Gahanna, Human Resources Department, 200 S. Hamilton Road, Gahanna, Ohio 43230 or on the City's website at www.gahanna.gov.

Salary Range*: Step 1: \$29,723.20 (\$14.29 per hour)
Step 2: \$33,966.40 (\$16.33 per hour)
Step 3: \$38,272.00 (\$18.40 per hour)
Step 4: \$42,868.80 (\$20.61 per hour)

* Salary ranges negotiated in the Ohio Patrolmen's Benevolent Association Agreement with the City of Gahanna, dated January 1, 2002 through December 31, 2004.

PART TIME RADIO DISPATCHERS ARE PAID \$10.00 PER HOUR.

Minorities are encouraged to apply.

The City of Gahanna is an Equal Opportunity Employer.

CITY OF GAHANNA

JOB DESCRIPTION

Job Title: Police Dispatcher/Communications Officer	Job Code: DISPATCH
Department: Police	Salary Range: \$29,723.20 – 42,868.80/year
Location: Police Department, Radio Room	FLSA/Civil Service: Non-Exempt/Civil Serv.
Revised New X	Effective Date: 8/01/2003

- A. **BASIC FUNCTION** (Primary purpose of this job): Performs intermediate technical work on an assigned shift dispatching law enforcement personnel usually in response to emergency situations; does related work as required. WILL WORK ROTATING SHIFTS to help cover a 24/7 radio room operation.
- B. **PRIMARY JOB DUTIES & RESPONSIBILITIES** (List in order of importance. *Indicate essential duties and responsibilities with an **asterisk**.* Show percentage of time. Time and importance may not necessarily correspond.):

DUTIES & RESPONSIBILITIES	%
1. Receiving calls for service; dispatching personnel and equipment; maintaining records; entering data; preparing reports; *	20
2. Receives and transmits messages primarily by radio and maintains radio log on shift work in Computer Aided Dispatch System (CAD);*	15
3. Receives complaints in person or by telephone, passes information on to appropriate units and keeps records of complaints/phone calls;	5
4. Receives emergency calls, determines location and nature of emergency, and dispatches appropriate personnel and equipment;*	10
5. Enters and retrieves a variety of data into computer system concerning department activities;*	5
6. Makes inquiries concerning vehicles via computer system;	10
7. Monitors police frequencies and emergency frequencies;	5
8. Dispatches vehicles where and when needed;*	10
9. Makes criminal history and vehicle information checks;	5
10. Performs a variety of filing, checking, and clerical functions for officers and the general public including accepting payment for bonds;	5
11. Performs all other duties as assigned by supervisor.	5

- C. **MINIMUM QUALIFICATIONS** (Education, experience, certification, training, & specific skills to fulfill the essential duties and responsibilities of the job):
- Proven ability to speak distinctly and write effectively both orally and in written form (including electronically).
 - Proven ability to establish and maintain effective working relationships with other communication officers, police officers, and the general public.
 - General knowledge of the methods of operating two-way communication systems.
 - General knowledge of radio code system and teletype procedures.
 - Minimum of a High School Degree from an accredited institution or equivalent required.
 - General knowledge of the geography of the City and location of important buildings.
 - Ability to deal with the public and several emergencies occurring at one time under stressful conditions and remain calm.
 - Ability to operate standard office, data entry and computer equipment, and communication consoles.
 - Must be able to obtain LEADS certification within 6 months of employment.
 - Must be able to obtain Notary License within 6 months of employment.

D. **EQUIPMENT AND WORK AIDS USED** (Subject to reasonable accommodation):

Equipment/Work Aid	Percent of Time	Experience
Desktop and/or laptop computer along with all related equipment (Including Microsoft Office Suite software – Word, Excel, Access, and PowerPoint)	40%	Proficient
Standard telephone with voicemail capability	40%	Proficient
Pager and/or Cellular Phone	10%	Average
Fax, copier, and printers	10%	Average

E. **ESSENTIAL REQUIREMENTS OF POSITION:** This is light work requiring the exertion of up to 20 pounds occasionally, up to 10 pounds of force frequently, and a negligible amount of force constantly to move objects; work requires reaching, fingering, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word, and conveying detailed or important instructions to others accurately, loudly, or quickly; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or make fine distinctions in sound; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surrounding and activities; the worker is not subject to adverse environmental conditions.

F. **ACCOUNTABILITY/IMPACT** (Degree of accountability for actions, consequences of errors in judgment & legal liabilities): As a Dispatcher/Communications Officer in the Police Department, there is a high degree of accountability and liability. Errors in judgment and/or legal difficulties will be dealt with directly by the Safety Director and indirectly by the Administrative Lieutenant.

G. **JOB CONTACTS** (Indicate those contacts in other departments or outside the company that are required as a regular part of the job and for what purpose.): Will regularly be in contact with fellow Communication Officers, Police Officers, the Chief of Police, Deputy Chief of Police, and citizens of the City of Gahanna.

H. **SUPERVISION RECEIVED:** Reports directly to the Administrative Lieutenant. Supervision received is minimal.

I. **SUPERVISORY RESPONSIBILITY** (If applicable): # Supervise Directly: 0 Indirectly: 0

Police Dispatcher Selection Process SUMMARY DESCRIPTION

The purpose of this summary description is to provide Police Dispatcher candidates with information regarding the Police Dispatcher Selection Process.

I. Formal Application

Applications will be available **from Monday, August 30 through Friday, September 17, 2004** (City Hall will be closed September 6) from 8:00 am through 12:00 pm and 1:00 pm through 4:30 pm at Gahanna City Hall, 200 South Hamilton Rd., Gahanna, Human Resources Department or at www.gahanna.gov.

II. Hiring Standards

Applicants must read and return the Acknowledgement on the last page of this document, the Personal Inquiry Waiver and the Fair Credit Reporting Act Notification when filing the application.

The purpose of this Hiring Standards Policy, the Waiver, and the FCRA Notification is twofold: first, to give guidance to those personnel who have the responsibility of conducting background investigations, and second, to provide Screening Committee members with a set of standards designed to assist them in a reasoned and logical selection.

An applicant's failure to meet the hiring standards set forth in this document shall automatically disqualify the applicant. The applicant must read and return the Acknowledgement stating their understanding and compliance with the Hiring Standards.

III. Written Examination

1. A written examination will be administered on Wednesday, October 6, 2004 at 7:00 pm. at the Gahanna Lincoln High School Cafeteria, 140 South Hamilton Road, Gahanna, OH. Please allow 2 hours for the examination. In an effort to increase testing integrity, **each candidate will be required to show two pieces of identification, one containing his/her picture.**
2. All candidates who pass the written exam with a 70% or higher will be rated. At minimum, the top six candidates will be certified by the Civil Service, and the list will be given to the Chief of Police to authorize preliminary psychological screenings and background checks.

The content of the examination will consist of the following questions:

Understanding Oral Information; Vocabulary; Ability to Perform Dispatching Work; Ability to Interpret Codes and Information; and Reading and Understanding Written Information.

IV. Preliminary Psychological screening will be given to all candidates certified by the Civil Service Commission. The test will measure the following: Teamwork, Integrity, Dependability, Quality, Safety, Assertiveness, Versatility, Control, Initiative, Attitude, Resourcefulness, Motivation, Results, Improvement, Flexibility, Service, and Communication.

V. Record Check

1. A thorough and complete record check of each candidate certified by the Civil Service Commission will be conducted by the Gahanna Police Department. The Department will check for local criminal and traffic records.
2. Each candidate's name will be entered into state and national computers for warrants and criminal history.
3. Fingerprints will be taken for each candidate and submitted for state and federal screening.
4. Successful candidates will then be subject to a Background Check.

VI. Background Check

A thorough and complete investigation of each candidate's background will be conducted at this phase. The function of the background investigation is to determine each candidate's suitability for employment as a Police Dispatcher for the City of Gahanna. The background investigation will include, but not be limited to, the following:

1. Verification of each candidate's credentials, past and present employment, residences and driver's license.
2. Review of each candidate's criminal record, traffic record, credit history, civil judgments and bankruptcies, if any.
3. Interviews with past and present employers, school officials and personal references.

The following occurrences or incidents in a candidate's background may result in disqualification from the selection process:

- Conviction of a felony or serious misdemeanor.
- Current use of controlled substances (unless under a physician's direction) and/or conviction for controlled substance violation.
- Poor work record.
- Numerous debts which are not being regularly paid off.
- Other related and/or similar occurrences or incidents that would be unacceptable or undesirable in a Police Dispatcher given the power and responsibilities incumbent to the position.

VII. ORAL INTERVIEWS

1. Oral interviews of the candidates finishing, at minimum, in the top six (6) places from the written exam will be administered by the Oral Review Board at a designated time and place.
2. Each candidate will be interviewed for approximately 45-60 minutes by an oral board consisting of designated employees.
3. All elements of the oral interview will be standardized to include uniform questions.
4. Should a candidate from the list be considered but not selected more than three times for the same or similar condition, the Civil Service Commission shall have the authority to disqualify said candidate from future consideration and to remove that candidate's name for the existing Eligibility List. The Civil Service Commission's decision shall be final.
5. If during or after the interviews, the Civil Service Commission learns that a candidate has misrepresented his/her qualifications, skills, abilities, prior employment history, etc., or in general terms has been dishonest, and the subject of the misrepresentation or dishonesty is subsequently verified, the Civil Service Commission shall have the authority to disqualify the candidate from future consideration and to remove the candidate's name from the existing Eligibility List, in which case, the Civil Service Commission shall notify said candidate in writing stating the reason for his/her disqualification and removal from the Eligibility List. The decision of the Civil Service Commission to disqualify said candidate from future consideration and to remove said candidate's name from the Eligibility List shall be final.

6. At the conclusion of each interview, candidates will have the opportunity to ask questions.

VIII. CONDITIONAL OFFER OF EMPLOYMENT

Once a candidate is selected for the position, based upon the above testing and oral interview procedures, a verbal conditional offer of employment will be made to the candidate. The conditional offer of employment is contingent on the candidate successfully being able to pass a drug screen, and potentially a polygraph and psychological exam.

ACKNOWLEDGEMENT OF UNDERSTANDING OF HIRING STANDARDS

The City of Gahanna Police Department wants to ensure that each candidate applying for the position of Police Dispatcher/Communications Officer has read the Hiring Standards of the Police Department and understands each of them. If by reading the whole packet you realize that you do not meet the Hiring Standards, there is no reason for you to continue in the process of applying for the position of Police Dispatcher/Communications Officer with the City of Gahanna. Please contact the Human Resources Department at 614.342.4455 if you have any questions.

As an applicant for the City of Gahanna Police Department, I hereby affirm that I have read the Hiring Standards provided in the Police Dispatcher/Communications Officer application packet, and I understand them.

Name (Printed) _____

Name (Signature) _____

Date _____